



Pegasus and Australia Post: building relationships that deliver

Pegasus and Australia Post have combined their strengths to deliver a sophisticated rail contractor identification program that benefits both contractors and their employers.

Customer: Pegasus

Website: www.pegasus.net.au; www.onsitetrackeasy.com.au

Product: Professional services

Challenge: Reduce the cost and risk associated with identification and qualification record management.

Solution: Australia Post in-person identity checks and photo capture.

Results:

- Over 10,400 contractors entered into the Rail Safety Worker system.
- Accurate, up-to-date data reduces risks for sites.
- Convenient photo ID for contractors.

Background

Pegasus is a professional services provider to a diverse range of industries, including mining, transport, construction, retail and manufacturing. Under four divisions, Pegasus delivers industry-leading contract employment, training, safety and technical services.

Additionally, Pegasus owns and manages an advanced contractor and safety management system – Onsite Track Easy. The web-based program allows businesses to manage and track the competency, training and safety of their people, while delivering cost savings and transparency. Onsite Track Easy also manages the multiple and varied induction and safety competencies required under various commonwealth, state and industry legislation.

The challenge

Pegasus required a business partner who could deliver an identity verification service for contractors Australia-wide. This service would complement Onsite Track Easy on a new program named Rail Safety Worker, founded by Australian Rail Track Corporation (ARTC).

ARTC and other rail operators such as Metro Trains Melbourne and Country Regional Network employ a large number

Pegasus case study – identity checks and photo capture

of contractors to maintain and upgrade rail tracks. Many contractors work on multiple sites or projects and are required to carry proof of qualifications all times, in the form of cumbersome paper licences or plastic cards without a photograph (most of which require regular renewal). This results in both unnecessary and extensive paperwork and presents the risk of unqualified and unauthorised rail contractors accessing sites.

To improve contractor identity verification across a number of rail operators and states, the Rail Safety Worker program was introduced to reduce the cost and risk associated with identification and qualification record management.

The solution

Pegasus and Australia Post combined their respective strengths in qualification, access and identity management, using Pegasus' Onsite Track Easy full software solution in combination with Australia Post's identity services technology.

The result is a photo identification card that links all of a contractor's qualifications, eliminating the need for expensive document management while strengthening identity and verification procedures.

Contractors upload information into Pegasus' Rail Safety Worker online portal prior to visiting an Australia Post retail outlet. There, they undergo an Australia Post 100-point ID check and submit a digital photo and electronic signature.

"Working closely with Australia Post, we've been able to integrate their identity service technology into Onsite Track Easy, making the data transfer from each Australia Post outlet through to us completely automatic," Pegasus CEO Adam Boyle explains.

Pegasus manages and verifies the authenticity of each contractor's qualifications before issuing them with a Rail Safety Worker Card through Australia Post's Registered Post service.

The Onsite Track Easy system ensures qualifications are up to date by notifying contractors of any expiring competencies and informing site owners if they try to access work sites. This helps to mitigate the risk of unqualified contractors accessing sites.

Australia Post was chosen for its many years of experience and customer focus in the delivery of identity verification and photo capture solutions. Australia Post also has the community's confidence and offers a convenient national network of retail outlets.

The results

In May 2012, the Hunter8 rail track project by ARTC became the first site to require each worker to carry and sign in using a Rail Safety Worker card. For Pegasus, Australia Post and ARTC, this New South Wales project was the culmination of over 12 months of hard work to launch the Rail Safety Worker program.

Since its inception, more than 5,700 contractors have been entered into the Rail Safety Worker system. The program is expanding to include Victoria rail operators in the second half of 2012.

Each worker has had their competencies loaded into Onsite Track Easy and verified by Pegasus for each role they wish to perform on the rail corridors. They have also all performed and passed an Australia Post 100-point ID check to confirm and certify their identity against their qualifications.

"By working closely with Australia Post and making the 100-point ID check mandatory, we've been able to ensure 100 per cent data accuracy for individuals registered in the Rail Safety Worker program," Pegasus CEO Adam Boyle says.

"Australia Post's large retail network has provided us with an accessible and convenient way to verify each worker's identity."

The program's stakeholders are pushing for a nationwide roll-out to mitigate risk across all Australian rail projects and enable workers to carry qualifications between states.

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This campaign was delivered using Australia Post's in-person identity check and photo capture services. For more information, visit auspost.com.au, call 13 11 18 or speak to your Client Sales Executive.

This customer story is based on information provided by Pegasus and illustrates how one organisation has used Australia Post's in-person identity check and photo capture services. Many factors contributed to the results and benefits described. Australia Post does not guarantee comparable results elsewhere.